Landlord Registration

User Guide

Department of Code Enforcement

Applicant's User Guide
December 2015

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CREATING A CITIZEN ACCESS ACCOUNT

The landlord registration process is through the Department of Code Enforcement's (DCE) web-based Citizen Access Portal. This application process allows applicants to file the landlord registration 100% electronically without having to visit DCE's office.

Citizen Access Portal User Requirements

Internet Browser

The Citizen Access Portal will need one of the following web browsers:

Internet Explorer 10	Google Chrome 34
Mozilla Firefox 29	Safari 6

Navigating to the Citizen's Access Portal

The direct link to the Citizen Access Portal is:
https://permitsandcases.indy.gov/citizenAccess/

The Citizen Access Portal can be accessed through the DCE website by using the link on the left side of the page.
www.indy.gov/DCE

Department of Code Enforcement
1200 Madison Ave., Ste. 100 │Indianapolis, IN 46225│Phone: (317) 327-8700 │www.indy.gov/dce
Fax Numbers: Building - 327-8475 │Business Licensing - 327-0817│Contractor Licensing – 327-8401
Crafts - 327-5397│Infrastructure/Right of Way - 327-3125│Permits - 327-5174│Zoning - 327-8696

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CREATING A CITIZEN ACCESS ACCOUNT

1. Account Login

On the Citizen Access Portal homepage, click the link labeled 'New Users,' located below the login fields, to create an account.

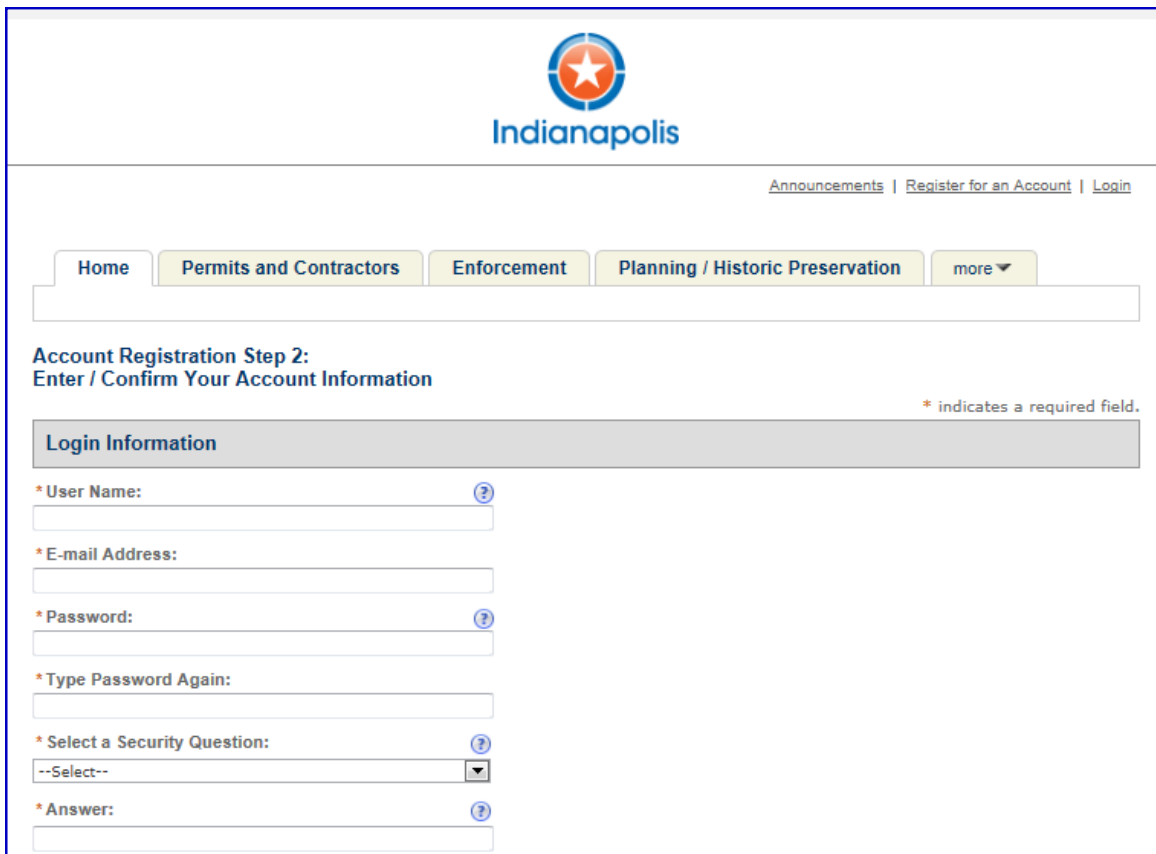The next screen contains terms and conditions to create an account. Please read before proceeding.

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CREATING A CITIZEN ACCESS ACCOUNT

2. Login Information

On the next screen, create a user name and password.

The user name and password created will be used to gain access into the portal.

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![Department of Code Enforcement Indianapolis - Gregory A. Ballard, Mayor]

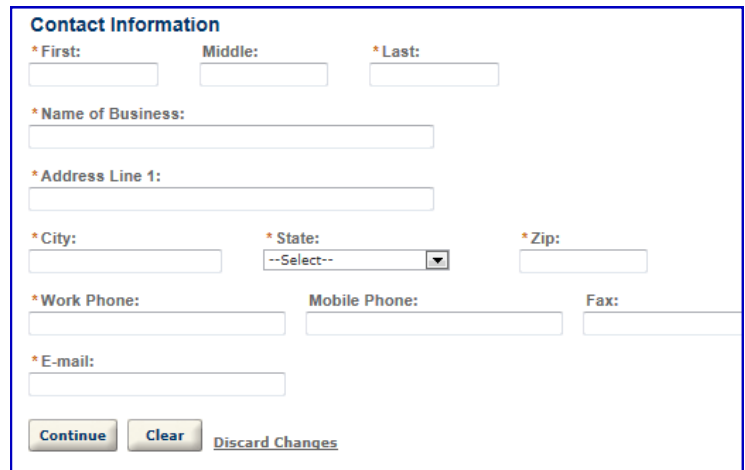# CREATING A CITIZEN ACCESS ACCOUNT

3. Contact Information

Below the Login Information, enter the contact information.

Click the 'Add New' button to proceed.

Input information in the popup screen and press the 'Continue' button.

Note: The email address entered will be used to verify the account in the next step.

4. Continue Registration & Verification

After reviewing the contact information entered, click the 'Continue Registration' button to submit the new account request.

To complete the account creation, check your email for an email from dce.noreply@indy.gov. Click the link in this email to verify the account email address and be directed back to the Citizen Access login screen. Your account cannot be used until this email verification link is clicked.
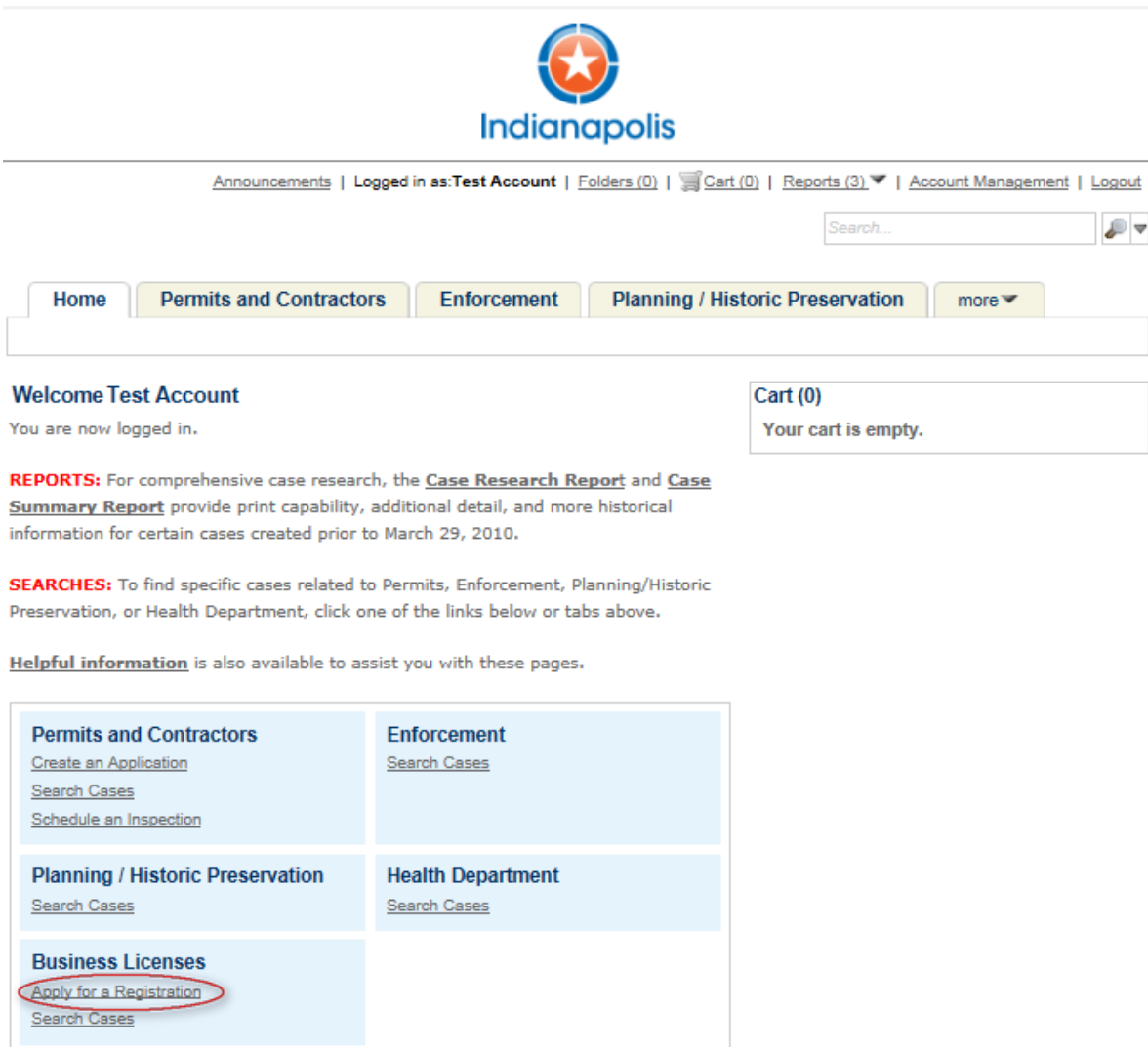
Applicants can now log in with the username and password and create a landlord registration.

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CREATING THE LANDLORD REGISTRATION

1. Opening a new registration

After logging into the Portal, click the link 'Create a Registration' under the Business Licenses heading.

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CREATING THE LANDLORD REGISTRATION

After clicking the link to start the registration, review the terms and conditions page and select the check box to access the registration.

The progress bar at the top of the application guides applicants through the steps of the registration. The 'Save and resume later' button at the bottom right of the screen allows applicants to save entered information and resume the registration at a later time.

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CREATING THE LANDLORD REGISTRATION

2. Entering Applicant information on the registration

On the Applicant Information page, enter the landlord (property manager) and owner contact information. To use the contact information from the Citizen Access user account, click the 'Select from Account' button. Click the 'Add New' button to enter in new contact information.

Note: An applicant who is the property owner and resides in Indiana only needs to complete the Applicant information section. An applicant who is a property management company will enter information for both contact types.

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CREATING THE LANDLORD REGISTRATION

3. Entering the property details

At this stage, applicants will input the details of the rental properties. Applicants will need the 7-digit county parcel number of each property. If this is not available at the moment. The case can be saved so the user can come back to it complete the data entry later.

Can't find the parcel number?
Parcel numbers are available on the property tax bill, through the MapIndy website (http://maps.indy.gov/AssessorPropertyCards), or by contacting the assessor's office at 317-327-4907.

To enter in the property detail, click the 'Add a Row' button. Click the arrow to the right side of the button to add multiple rows at a time.

A popup will open to enter the property details. Note the applicant will not enter in the address. This will be automatically populated later based on the Assessor's records.

Applicants will only need to fill in the following fields:
- Parcel Number
- Number of rental units
- Property Name

Once all property details are entered, click the 'Submit' button to return to the main page and then click 'Continue Application.'

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CREATING THE LANDLORD REGISTRATION

4. Affirmations

After entering the property details, applicants will be presented with two affirmations. These affirmations are related to outstanding citations and property taxes at the properties.

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CREATING THE LANDLORD REGISTRATION

5. Reviewing the submittal

The next screen provides a summary of the overall registration.

In the property details table, review the address information. If the parcel number entered was not correct, the address will read 'Address not found'. Click the 'Edit' button to change the parcel number. Applicants will not be able to move forward until the parcel number is correct.

Include one entry per property												
PROPERTY DETAILS												Edit
Chg Type	Parcel No.	Prop Name	Prop Mgr	Prop Mgt Addr	Prop Mgt Phone	Addr #	Dir	Street Name	Type	City	State	Zip
Add	1234567	Test Apartment	Test MGR	Test address W West St	317-327-8700			ADDRESS NOT FOUND			IN	
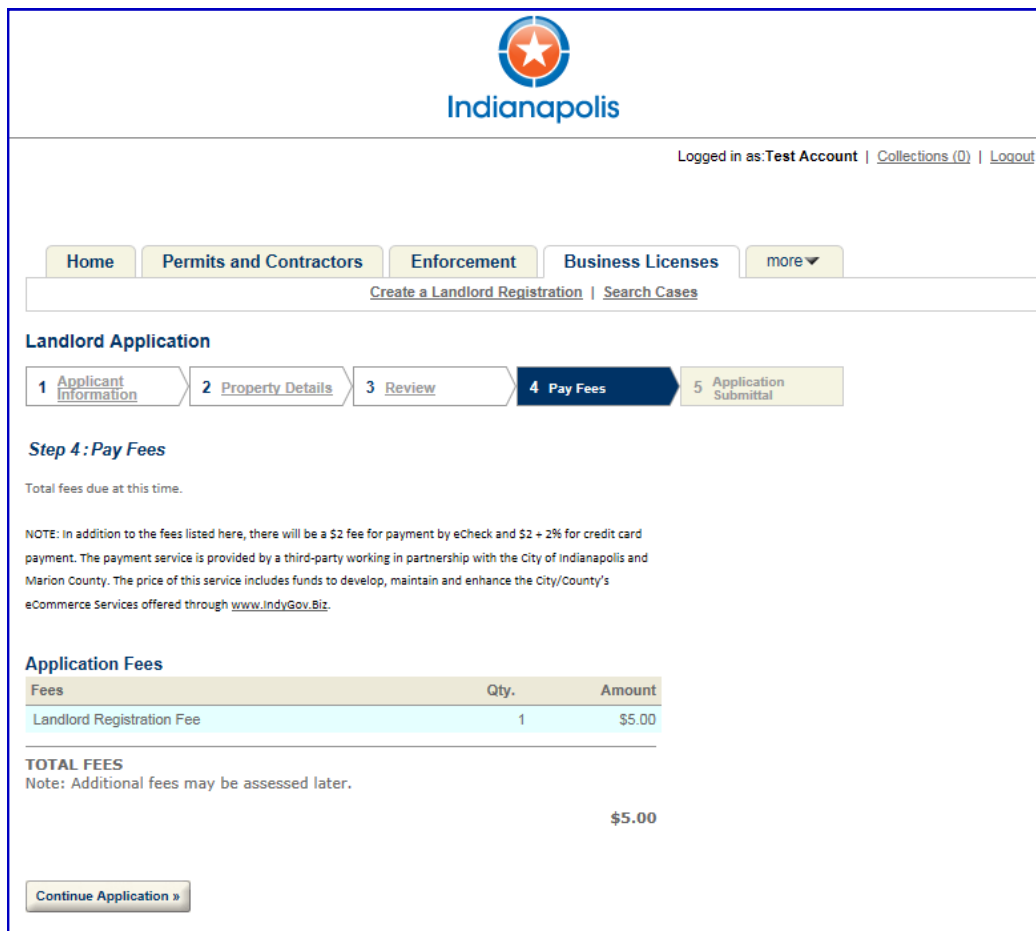
After reviewing the registration information, check the box at the bottom of the screen and continue to the Pay Fees page.

CREATING YOUR LANDLORD REGISTRATION

6. Payment

The Pay Fees page provides a summary of the registration fee. Click the 'Continue Application' button to be redirected to the City's third party payment processor's page to pay the registration fee with a credit card or an echeck. Please note the third party processor will assess a processing fee ($2+2% for a credit card payment and $2 for an echeck).

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CREATING YOUR LANDLORD REGISTRATION

7. Payment

The fees page outlines the registration fee. When you click the button for 'Check Out', the fee will be added to your shopping cart.

In the shopping cart, you will have two options

- Click on the button for 'Continue Shopping'
  This will allow you to go back to your list and start the renewal on another case. Using the shopping cart, you can pay for multiple renewals at the same time.
- Click the button for 'Check Out'
  This will take you directly to the payment screen where it will ask for your payment information.

Once you click the option to 'Check Out', you will be redirected to the City's third party payment processor's page to pay the registration fee with a credit card or an echeck. Please note the third party processor will assess a processing fee ($2+2% for a credit card payment and $2 for an echeck).

On the next few pages, you will be prompted to enter in the credit card information or account information for an echeck.

Note: The payment receipt will be sent to the email address entered on this page.

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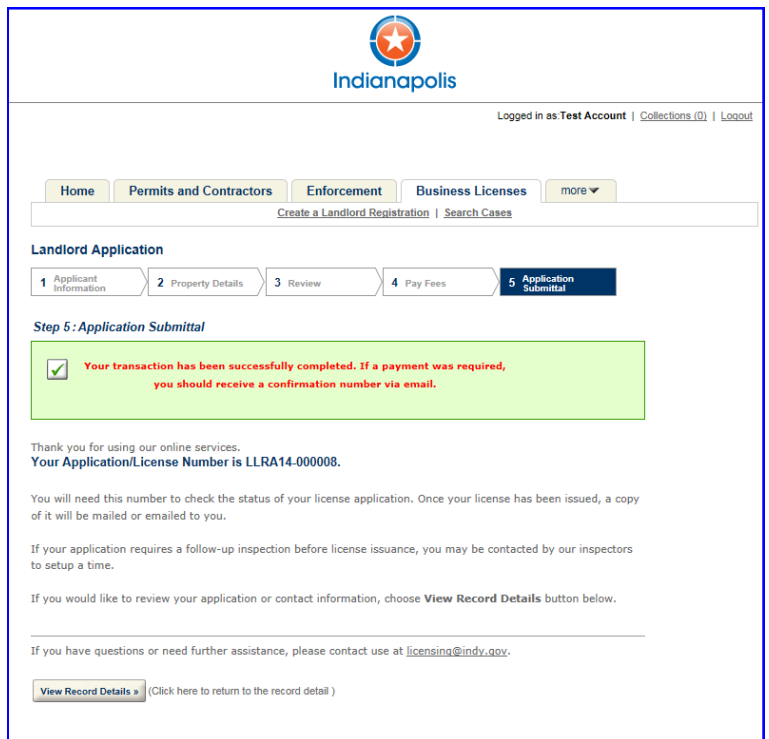
8. Final Steps and Confirmation

After the payment is complete, applicants will be redirected back to the Citizen Access application.

Applicants will receive two emails. One from LogoIndiana with a payment receipt as well as a confirmation email from DCE confirming the landlord registration was received.

Note: Applicants should check the spam folder or spam settings on their email. These emails will come from dce.online.pymts@indy.gov & DCE.noreply@indy.gov.

Once the registration is approved, applicants will receive a final confirmation email.

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RENEWING THE ANNUAL REGISTRATION

The landlord registration expires at the end of every year. As it gets closer to the expiration date of your registration, you will receive an automated email from our office informing you of the upcoming expiration.

Expiration Reminder

In late November or early December, you will receive an email notice of the landlord expiration. This email will have a link directly to your registration case.

- You will have to click this link and then login to the Citizen's Access Portal using the user id and password you created for your initial registration.
- If you have multiple registration cases, you will receive one email reminder per registration case.

1. Navigating to the Citizen's Access Portal

Please use the link provided in your email. This will navigate directly to your registration case(s).

If you don't have the original reminder email, the link to the Citizen Access Portal is:
https://permitsandcases.indy.gov/citizenAccess/

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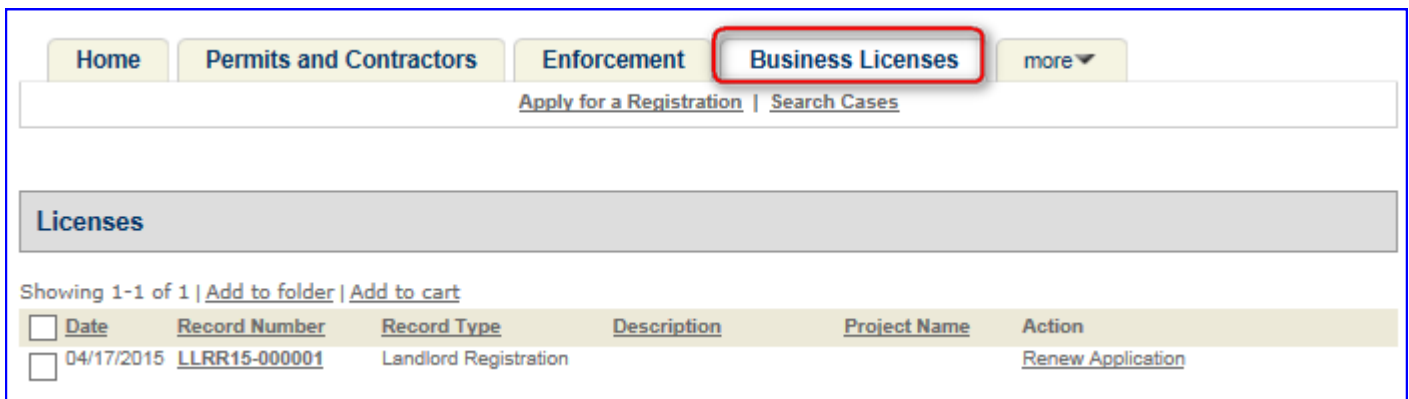
RENEWING THE ANNUAL REGISTRATION

2. Your registrations

After you have logged into the Citizen's Access Portal, Navigate to the 'Business Licenses' tab. Here you will see your case(s).
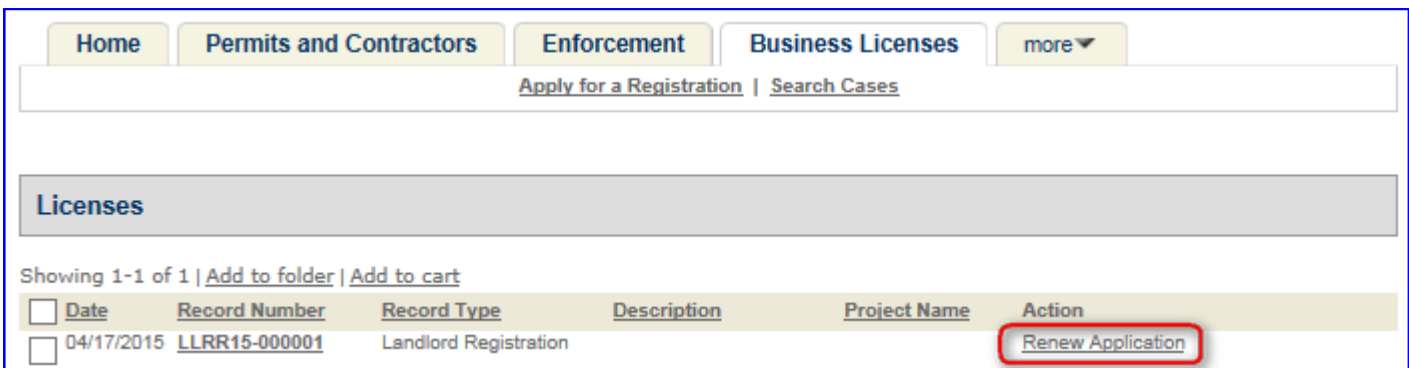
3. Beginning your renewal

Once you see the list of your cases, to the right, there will be a link for 'Renew Application' for any cases that are about to expire.
Click on that link.

RENEWING THE ANNUAL REGISTRATION

4. Confirming and updating contact information

The first part of the renewal process will ask you to confirm the contact information on the landlord registration case.

- Please update your mailing address, email address(es), and phone numbers if they have changed.
- If you need to make changes, there is a link to 'Edit' just below where the contact information is displayed.
- If there are any errors in your contact information, you will see an orange bar across the screen.

Landlord Registration Renewal

| 1 Applicant Information | 2 Property Details | 3 Review | 4 Pay Fees | 5 Application Submittal |

Step 1 : Applicant Information > Applicant Information

*indicates a required field.

Applicant (Landlord)

This section is required. The Applicant (Landlord) contact information you enter here will be used as the primary contact with the City in regards to your landlord registration and code enforcement issues.

Test Account
City
licensing@indy.gov
Home phone:3173278700
Mobile Phone:
Work Phone:
Fax:
Edit Remove

- After all your contact information changes have been made, click the link to 'Continue Application'.

If at any point, you need to step away and come back to your registration later. Please click the button for 'Save and Resume Later'.

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RENEWING THE ANNUAL REGISTRATION

5. Confirming and updating property information

On this page, you will see a list of the properties currently on this registration case.

- If you need to remove a property, check the box for that property on the left and then click the button for 'Delete Selected'.
- If you need to add a property, click the button for 'Add a Row'. When you add properties, you will need the 7-digit parcel number and the number of units.
- If there are no changes to the list of properties, or after you are done making changes, you can click the button for 'Continue Application'.

Landlord Registration Renewal

1 Applicant Information	2 Property Details	3 Review	4 Pay Fees	5 Application Submittal

Step 2 : Property Details > One row per property
Please use the table below for registering your rental properties. You will need to know your parcel numbers before you complete this step. You will need to add one row per parcel.

Can't find your parcel number?
Parcel numbers are available on your tax bills, through MapIndy using the local parcel number (http://maps.indy.gov/MapIndy/), or you may contact the assessor's office at 317-327-4907.

If you don't have your parcel numbers available right now, please use the *Save and Resume* button at the bottom right of this screen. You can return to this page to add/edit individual properties up until the point when this application is submitted for processing.

* indicates a required field.

Include one entry per property

PROPERTY DETAILS

Showing 1-1 of 1

	Chg Type	Parcel No.	Prop Name	No. of Units	Prop Mgr	Prop Mgt Addr	Prop Mgt Phone	Addr #	Dir	Street Name	Type	City	State	Zip	
☐	No Action	1009397	Test property	99	tester mgr	Test mgr addr	317-327-8401	1933		CENTRAL	AVE	INDIANAPOLIS	IN	46202	Actions ▾

[Add a Row ▾] [Edit Selected] [Delete Selected]

[Continue Application »]   Save and resume later: ☐

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6. Affirmations

On this page, you will be presented with two affirmations. These affirmations are related to outstanding citations and property taxes at the properties.
After reading the affirmations and checking the boxes, click the button to 'Continue Application'.

7. Summary

On this last page you will see an overall summary of the registration.

In the property details table, review the address information. If the parcel number entered was not correct, the address will read 'Address not found'. Click the 'Edit' button to change the parcel number. Applicants will not be able to move forward until the parcel number is correct.

After reviewing the registration information, check the box at the bottom of the screen and click the button for 'Continue Application' to move on to the next step.

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RENEWING THE ANNUAL REGISTRATION

8. Fees and payment

The fees page outlines the renewal fee for your registration case. When you click the button for 'Check Out', the fee will be added to your shopping cart.

In the shopping cart, you will have two options

- Click on the button for 'Continue Shopping'
  This will allow you to go back to your list and start the renewal on another case. Using the shopping cart, you can pay for multiple renewals at the same time.
- Click the button for 'Check Out'
  This will take you directly to the payment screen where it will ask for your payment information.

9. Receipt

After your payment is complete, you will be redirected to the page showing your case numbers at the bottom. To the right of each case number that you paid for, you will see a link for 'View Receipt'. This will generate a receipt for your renewal.

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USER HELP AND DCE CONTACTS

For all questions related to the landlord registration, please contact:

Department of Code Enforcement
Phone: 317.327.4316
Email: licensing@indy.gov

For any questions regarding the online payment, contact the City's credit card processor at:

LogoIndiana
Phone: 866-702-6008
Email: customerservice@logoindiana.com

Check registration status online:
https://permitsandcases.indy.gov/citizenaccess/

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